

# The role of a consumer as a member of the surgery model of care redesign

## Case study

### Overview

Peninsula Health undertook a major review of its surgical services processes from wait list through to discharge. A consumer representative was engaged to actively participate and provide advice on the model of care steering committee and working group.

### Summary

The aim of engaging consumers in redesigning surgical services at Peninsula Health was to ensure the patient pathway and model of care was patient-centred. A consumer representative was involved in several aspects of the project including survey distribution and collection from patients, liaising with other consumer representatives and providing valuable input into improvement workshops.

Major improvements included:

- a reduction in cancellations on the day of surgery from a range of 19–40 to a range of 3–13
- cancellations for emergency patients reduced from 62 in July–September 2010 to 14 in July–September 2012
- improved time to surgery:
  - emergency surgery – the average time for hip fracture patients reduced from 70 hours to 22 hours
  - elective surgery – the number of overdue patients improved from 689 (64 per cent within time) in September 2010 to 496 (72 per cent within time) in September 2012
  - patients waiting within time for orthopaedic surgery improved from 43 per cent in September 2010 to 57 per cent in September 2012, urology from 63 per cent to 93 per cent in September 2012 and vascular from 68 per cent to 93 per cent
  - improved the patient experience and improved certainty for patients requiring both elective and emergency surgery
- reduced after-hours operating, in particular from 2400 hours to 0700 hours.

### Key changes

- Improved certainty for patients requiring emergency and elective surgery
- More timely review of patients requiring emergency surgery

- Clearer scheduling process and dedicated 'in hours' emergency operating time



- Increased the number of orthopaedic trauma sessions
- Developed standard operating pathways for emergency surgery
- Created a greater awareness of 'listening to patients'
- Provided food for patients who were fasting in emergency waiting for surgery
- Created a resource for patients having emergency surgery

### What worked well

- Enlisting a consumer representative to help engage other consumers and gather feedback
- Recording and publishing patient stories to help engage staff in changing the surgical model of care

### What could be improved

- Ensuring medical staff perform a medical falls risk assessment on all patients.
- A proposal has been made that all program medical heads review all falls within their program to audit if a pre-falls medical assessment has been undertaken.

### Further reading

National Health Service Confederation (2012) Feeling better? Improving patient experience in hospitals, National Health Service Confederation, United Kingdom.

#### Health service involved

Peninsula Health

#### Project name

The Role of a Consumer as a Member of the Surgery Model of Care Redesign at Peninsula Health

#### Date of completion

February 2011

#### Key indicator

Surgery cancellations

Time to surgery

#### Change in performance

Elective time to surgery

Emergency time to surgery

#### Patient experience

Improved certainty for the patient at all points along the surgery journey including elective and emergency

#### Acknowledgments

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